

Birmingham City Council

Coordinating Overview and Scrutiny Committee

Date 18 November 2022



Subject: Terms of Reference for Customer Services Programme Scrutiny Task and Finish Group and Update

Report of: Cllr. Sir Albert Bore

Report author: Fiona Bottrill, Senior Overview and Scrutiny Manager

1 Purpose

- 1.1 To agree the Terms of Reference for the Customer Services Programme Scrutiny Task and Finish Group and provide an update on this work.

2 Recommendations

- 2.1 The Committee agrees the Terms of Reference attached as Appendix 1.

3 Appendices

- 3.1 Appendix 1: Terms of Reference for Customer Services Programme Scrutiny Task and Finish Group December 2022
- Appendix 2: Schedule of Task and Finish Group Meetings



Work Outline

Appendix 1

Customer Services Programme Task and Finish Group Terms of Reference

Reporting to Co-ordinating Overview and Scrutiny Committee

Our key question:	How are services that have been part of the Customer Services Programme responding to the recommendations and feedback from Customer Service workshops to improve customer experience and satisfaction?
1. How is O&S adding value through this work?	The Customer Service programme was implemented following the Scrutiny Inquiry on Customer Services which was published in November 2020. The programme has worked with 4 high demand services across the Council (Bereavement Services, Housing Repairs, Waste and Highways) and made recommendations to improve customer service in these areas. The Scrutiny Task and Finish Group will scrutinise how the recommendations have been prioritised and implemented by services and hold directorates to account on the implementation of the customer strategy to drive up standards.
2. What needs to be done?	<p>Phase 1 of the work of the Task and Finish Group will be to meet with senior managers from the each of the service areas to scrutinise how the recommendations from the customer service review in their directorate have been prioritised and implemented.</p> <p>A second phase of meetings will be held with the senior managers to scrutinise how their services have responded to feedback from the Customer Service workshops to embed the customer services strategy and drive-up standards.</p>
3. What timescale do we propose to do this in?	<p>Phase 1 of the work will be completed to report to Co-ordinating OSC on the 9 December 2022.</p> <p>Phase 2 will take place from January 2023.</p>
4. What outcomes are we looking to achieve?	To hold directorates to account on the implementation of the Customer Service Programme and Charter to improve service and drive the culture change and service design required to achieve this.



5. What is the best way to achieve these outcomes and what routes will we use?

The Task and Finish Group will hold senior manager to account for the customer services improvements that have been identified through the Customer Service Programme.

Member / Officer Leads

Lead Member:	Chair of Task and Finish Group: Cllr. Bore
Members of the Task and Finish Group	Cllrs: Jenkins, Mackey, Harmer
Lead Officer:	Wendy Griffiths, Assistant Director, Customer Services and Business Support



Appendix 2

Schedule of Task and Finish Group Meetings

Bereavement – 24th November 4.00–6.00pm

Highways – 25th November 3.00–5.00pm

Housing – 29th November 9.00–11.00am

Waste – 5th December 2.00–4.00pm